



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Andover Nursing Services Limited

Cardiff Road
Aberdare
CF44 7DG

Type of Inspection – Focussed
Date(s) of inspection – 8th May 2014
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Summary

About the service

Andover Nursing Services Ltd is registered with the Care and Social Services Inspectorate for Wales (CSSIW) to provide both registered nurses, healthcare assistants and support workers. Andover provides agency staff to both the National Health Service and the independent sector. The Company have a nominated individual to represent them. The Registered manager is Dawn Chivers.

What type of inspection was carried out?

We (CSSIW) carried out an unannounced inspection on 15 May 2014 between the hours of 14.15 p.m. and 16.45.

To inform our report we considered the following:

- Analysis of information already held by us
- Discussion with the Registered Manager
- Inspection of three personnel files
- A review of relevant documentation including training data, supervision notes, booking sheets, newsletters and the annual review of quality
- Discussion with agency staff
- Discussion with clients from the NHS and independent sector

What does the service do well?

The service has maintained its status as an Investor in People and we found areas of consistently good practice. Clients, when spoken with, were extremely pleased with the level of skill of the agency staff.

What has improved since the last inspection?

The recent employment of an RMN to conduct clinical supervision would ensure that staff are fully supported in undertaking their duties.

What needs to be done to improve the service?

The registered persons are notified that, at the time of the inspection, they were not compliant with Regulation 16 (4).

Regulation 16 (4) states:

The Registered persons shall ensure that members of staff receive appropriate supervision.

National Minimum Standards 21.6 suggests that this should be at least every three months.

We were informed that an RMN had been recently employed to undertake the clinical supervision of staff and we were assured that supervision would be conducted as required by regulation. This will be the focus of the next inspection.

Quality of life

This theme is not considered in Nursing Agency Inspections.

Quality of staffing

Overall the agency provides staff that are skilled and competent to do the tasks required of them. There is a robust recruitment procedure along with an appropriate induction period and ongoing training. However, staff are not regularly supervised as required by Regulation.

People can feel confident in the care that is received because staff are competent and appropriately recruited.

The recruitment procedures ensure that staff have undergone the necessary checks in relation to their identification, skills, abilities and suitability in terms of the Disclosure and Barring Service (DBS). We (CSSIW) viewed staff files that included evidence of a robust recruitment process including a thorough interview process, vetting for suitability (including DBS and Nursing and Midwifery Council (NMC) pin), written English tests, and two references. In addition, an employment history detailing any gaps was also included. The DBS and NMC pin numbers are appropriately reviewed and the service has a software system to ensure the office staff are reminded of renewal dates.

People can be assured that staff undergo an appropriate induction and receive ongoing training. A staff member spoken with said it was a good induction that brought him up to date with recent changes in relevant procedures. He added that ongoing training was always relevant to the area of work or type of location in which he was placed. Another staff member said that training was good and they could ask for training in a specific field and could undertake specialist training, if relevant to the environment in which they work. We saw the training matrix which was audited monthly, and we saw the database which identifies those requiring refreshers. The training schedule for 2014 was available for staff to view.

The registered manager informed us that the schedule did not include training that is "tailor-made" for certain staff placed in particularly specialist areas. She also informed us that the first aid training has been outsourced. A client informed us that staff sent by Andover are "very skilled and competent", and another said "they are always experienced".

However staff do not receive regular supervision as required by Regulation. This is because we saw staff files where supervision was not evident or infrequently delivered. We were advised that this was due to staff rotas. Despite this, staff spoken with felt supported as they could always ring the office with any issues and a client said that any long term staff would receive supervision on site. Annual appraisals were in evidence in staff files. We were informed that the provider has now employed an RMN to undertake clinical supervision and that supervision will be appropriately delivered.

Staff benefit from an Occupational Health Service and they can seek advice and help for personal illness and injury. A 24 hour on-call system operates which enables staff to seek advice whilst they are in work. Staff spoken with said communication was excellent and they were always able to speak with those on call at any time of the day. The service is in its second year of the Investors in People Award.

Quality of leadership and management

People using, working or linked to the service are clear about what it sets out to provide. People can be assured with that there is a quality assurance process in place which ensures the provider will respond positively to feedback and complaints. People can also be assured that any issues identified are dealt with in a robust and competent matter.

Staff are given a welcome pack when they commence work with the service and we evidenced a concise statement of purpose. Quality assurance processes include a staff quality questionnaire and customer satisfaction questionnaires. We saw copies of these and the evidence of customer feedback included comments such as "communication from the team is excellent", " Andover is an excellent nursing agency" and "I've never needed to complain". Training files were audited every three months to ensure compliance with mandatory training. An annual quality assurance report was available and we saw evidence, in the report, of positive feedback.

The service provides a quarterly newsletter, which is sent to staff to keep them updated with relevant information including training dates.

Staff, when spoken with said they were familiar with the aims of the service and seemed motivated and supportive of the management. We were told by a staff member that "there is clear communication – someone is always available".

Clients spoken with were extremely complimentary of the registered manager and the service. We were informed by clients that they are sent monthly staff quality questionnaires and quarterly customer satisfaction questionnaires to complete.

The provider has maintained its status as an Investor in People identifying quality in its management of staff.

Quality of environment

This theme is not considered in Nursing Agency inspections.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.